



IMPACT

ISO/IEC 17025

Carver Labs is a comprehensive network of 13 distinct in-house laboratories and external partners designed to address all fastener testing and consultation requirements.

Their expertise spans a variety of areas, including mechanical testing, metallurgy, chemistry, gage calibration and screw performance testing, test fixture design and build, among many others.

In pursuit of improving their services and business expansion, Carver Engineering and Manufacturing is pursuing accreditation for ISO/IEC 17025 Laboratory Competence with the assistance of IMSM.

Mr. Carmen Vertullo, CEO and Owner of Carver Engineering and Manufacturing and Carver Labs, commented that achieving ISO/IEC 17025 was vital to their business as it would give them the “confidence that their tech lab was accredited”.

Having an ISO/IEC 17025 accredited laboratory is essential for their business goals, as they needed to present a “more efficient lab process for sceptical customers”, enabling them to “acquire clientele who value accreditation.”

Prior to accreditation, Mr. Vertullo sought the use of other laboratories as an alternative solution. Still, he found they “could not get status of priority”. The significance of ISO/IEC 17025 became of “obvious importance”, leading Mr. Vertullo to seek ISO consultancy services through IMSM.

IMSM Area Manager Tina Traverso provided invaluable support to Carver Labs. Mr. Vertullo praised Tina, stating, “She is very resourceful and brings value to the engagement of the project”, while highlighting the added benefit of her local presence as a “significant advantage.”

IMSM Consultant Daniel Kajornklin, tasked with conducting the appropriate on-site assessments and audits, was also commended as “well prepared and had deep knowledge in the industry”.

Due to IMSM’s exceptional service, working alongside Tina Traverso and Daniel Kajornklin, Mr. Vertullo emphasized that “the relationship is valued.” Additionally, he mentioned that he has “provided two referrals to IMSM as a client”.



CARVER LABS

CARVER FACT² CENTER

FASTENING APPLICATIONS CONSULTING TESTING and TRAINING

Carver Labs chose to collaborate with IMSM due to several key advantages:

- IMSM's extensive experience instills trust within the field
- The value of nurturing relationships over time is recognized
- Area Managers offer both a local presence and profound expertise
- Discussions centre on addressing specific issues rather than general problems
- IMSM adopts a consultative approach to issue resolution, enhancing effectiveness

Following accreditation, Carver Labs anticipates attracting a more extensive clientele due to the heightened demand for the standard. This expansion is expected to unlock new opportunities for the business in the long term and bolster its credibility within the manufacturing industry.

"IMSM walked me through the steps in clear communication, and they were collaborators."

